

# **Catawba County Emergency Medical Services Standard Operating Guidelines**

## Employee Conduct

Catawba County EMS personnel are constantly in public contact due to the nature of their profession. The impression given to the public while en route to, at the scene of, or returning from, an emergency or non-emergency call and at EMS bases of operation, forms the public opinion of EMS as a whole as well as each EMT. Remember to make each impression of CCEMS and yourself a good one.

- Always use courtesy and consideration when providing services or when services cannot be rendered.
- The title of Doctor, Mister, Mrs., Miss, or Ms. should be used with family names of all persons.
- Politeness in behavior and speech is mandatory at all times.
- Close Relationships
  - Employees dating a co-worker may create potential conflicts of interest among employees. Any employee involved in a close relationship with another EMS employee must report this relationship to his or her Crew Chief upon its inception.
  - The Crew Chief will then consult with the Shift Supervisor and EMS Manager to ensure these employees are not in violation of staffing guidelines.
- Use of Alcohol
  - No employee shall be on duty, nor participate in any duty-related activity, while under the influence of any alcoholic beverage, within eight (8) hours after consuming any alcoholic beverage, or with any odor of alcohol on his/her breath.
  - The consumption of any alcoholic beverage while on duty or the possession of any alcoholic beverage with the seal broken while on County premises is cause for immediate dismissal.
- Drug Use
  - Employees are prohibited from using or possessing any drug, medication, or controlled substance not specifically prescribed to them by a physician.
    - If taking a prescription, while on-duty or prior to duty, that may impair judgment, ability to operate equipment, or impair the employee's conduct, the employee is required to advise the supervisor.
  - The presence of any EMS employee at a place where such drugs, medications, or controlled substances are consumed is strongly discouraged.
- Tobacco Use
  - The use of tobacco products is prohibited at all Catawba County EMS facilities and vehicles except in those areas designated for the use of tobacco products.
  - All employees shall refrain from use of any tobacco product while in the presence of a patient or members of the patient's family.

All employees shall refrain from use of any tobacco product while at any location that prohibits the use of tobacco products (i.e., FRMC campus, CVMC campus, Catawba County Public Health, etc...)

➤ Weapons

- The possession of a firearm or concealed weapon is prohibited on all county property. With exception to sworn on-duty law enforcement officers

➤ Treatment of family members

- Employees should relinquish acute treatment of family members to other qualified technicians when such persons are available.

➤ Solicitation

- The solicitation for or selling of any product or service while on duty on County premises is prohibited, unless approved by the county.

➤ EMS personnel must be able to perform essential functions of the job. Any employee that cannot perform these essential job functions may be released from duty, by a supervisor, for the remainder of the shift. The supervisor will turn this information over to the personnel department at the first opportunity.

➤ No personal vehicles may be washed at an EMS base.

➤ All Catawba County EMS employees are be responsible for equipment issued to them.

- Catawba County EMS will consider equipment secure when in a locker room or area that is not readily accessible by the public. Catawba County vehicles are considered a secure area for equipment. Any equipment lost; stolen, or damaged during the course of providing services will not be the responsibility of the employee.
- All equipment left in areas that are accessible by the public (i.e., coat rack in the day room) will be considered not secure and the employee will be held responsible for the damage, loss, or theft of the equipment.
- Any equipment damaged, lost, or stolen while not on Catawba County property will also be the responsibility of the EMS employee.
- Employees are expected to replace or repair any equipment lost, stolen, or damaged while being maintained in an unsecured area or if while off county property.